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(54) **SYSTEM AND METHODS FOR REMOTE MAINTENANCE IN AN ELECTRONIC NETWORK WITH MULTIPLE CLIENTS**

(75) Inventors: **Seigo Kotani**, Sunnyvale, CA (US);  
**Masato Suzuki**, Chofu (JP)

(73) Assignee: **Fujitsu Limited**, Kawasaki-shi (JP)

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**H04L 29/06** (2006.01)  
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CPC ..... **H04L 63/068** (2013.01); **G06F 8/65** (2013.01); **G06F 9/45533** (2013.01); **G06F 21/32** (2013.01); **G06F 21/57** (2013.01);  
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(58) **Field of Classification Search**  
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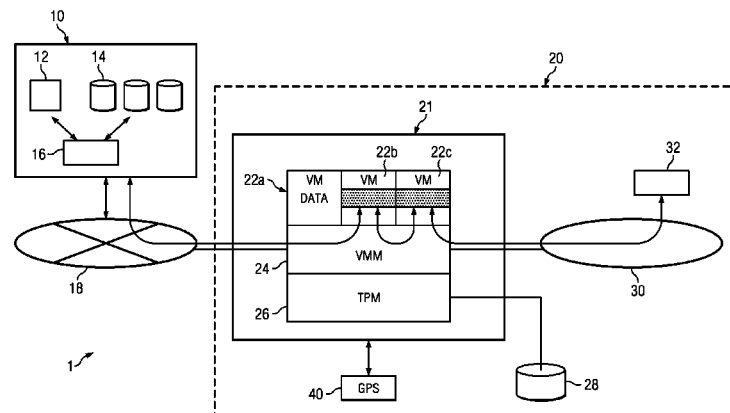
*Primary Examiner* — Evens J Augustin

(74) *Attorney, Agent, or Firm* — Baker Botts L.L.P.

(57) **ABSTRACT**

According to one embodiment, a client system supported by remote maintenance in an electronic network configured to serve a plurality of clients may include an electronic network, a plurality of storage resources, a first virtual machine, a second virtual machine, and a virtual machine manager. The electronic network may include a plurality of processing resources and a communication bus. The plurality of storage resources may be accessible by the plurality of processing resources. The plurality of storage resources may include a computer readable memory. The first virtual machine may handle a first data set associated with the client system. The first virtual machine may include an operating system and a reporting agent. The second virtual machine may handle a second data set associated with an external data center. The virtual machine manager may be configured to manage data transfer between the first virtual machine and the second virtual machine. The second virtual machine may be configured to assess a state of the first virtual machine and identify a software update for installation on the first virtual machine. The virtual machine manager may manage an attestation process for the first virtual machine prior to delivering or installing the software update on the client system using the first virtual machine.

**22 Claims, 7 Drawing Sheets**



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**G06F 9/455** (2006.01)  
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**H04W 12/10** (2009.01)  
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- (52) **U.S. Cl.**  
CPC ..... **H04L 9/0897** (2013.01); **H04L 9/3231** (2013.01); **H04L 9/3234** (2013.01); **H04L 9/3297** (2013.01); **H04L 63/123** (2013.01); **H04L 2209/60** (2013.01); **H04L 2209/805** (2013.01); **H04W 12/10** (2013.01); **H04L 67/34** (2013.01); **G06F 21/64** (2013.01); **G06F 2221/2151** (2013.01)
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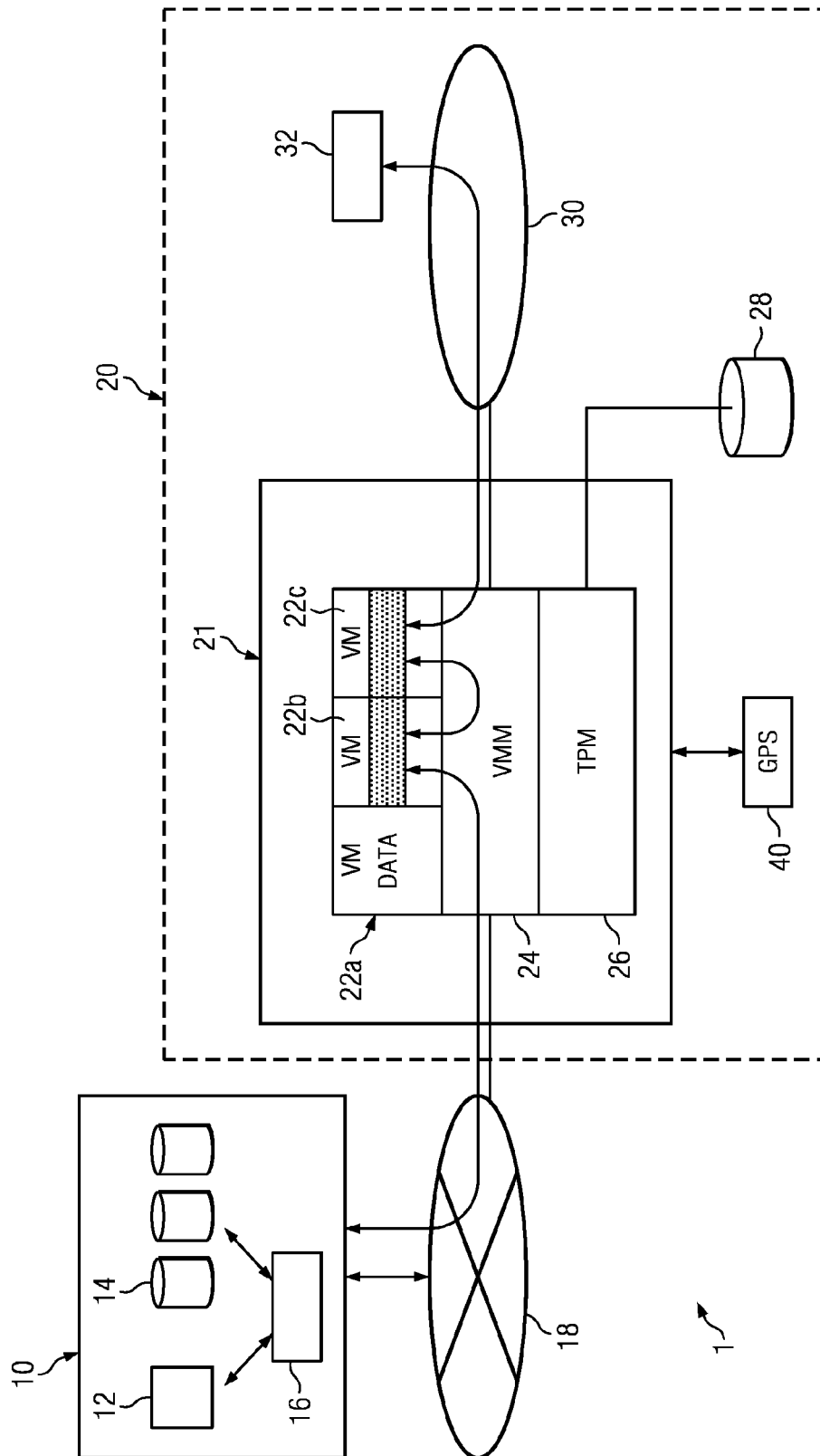


FIG. 1

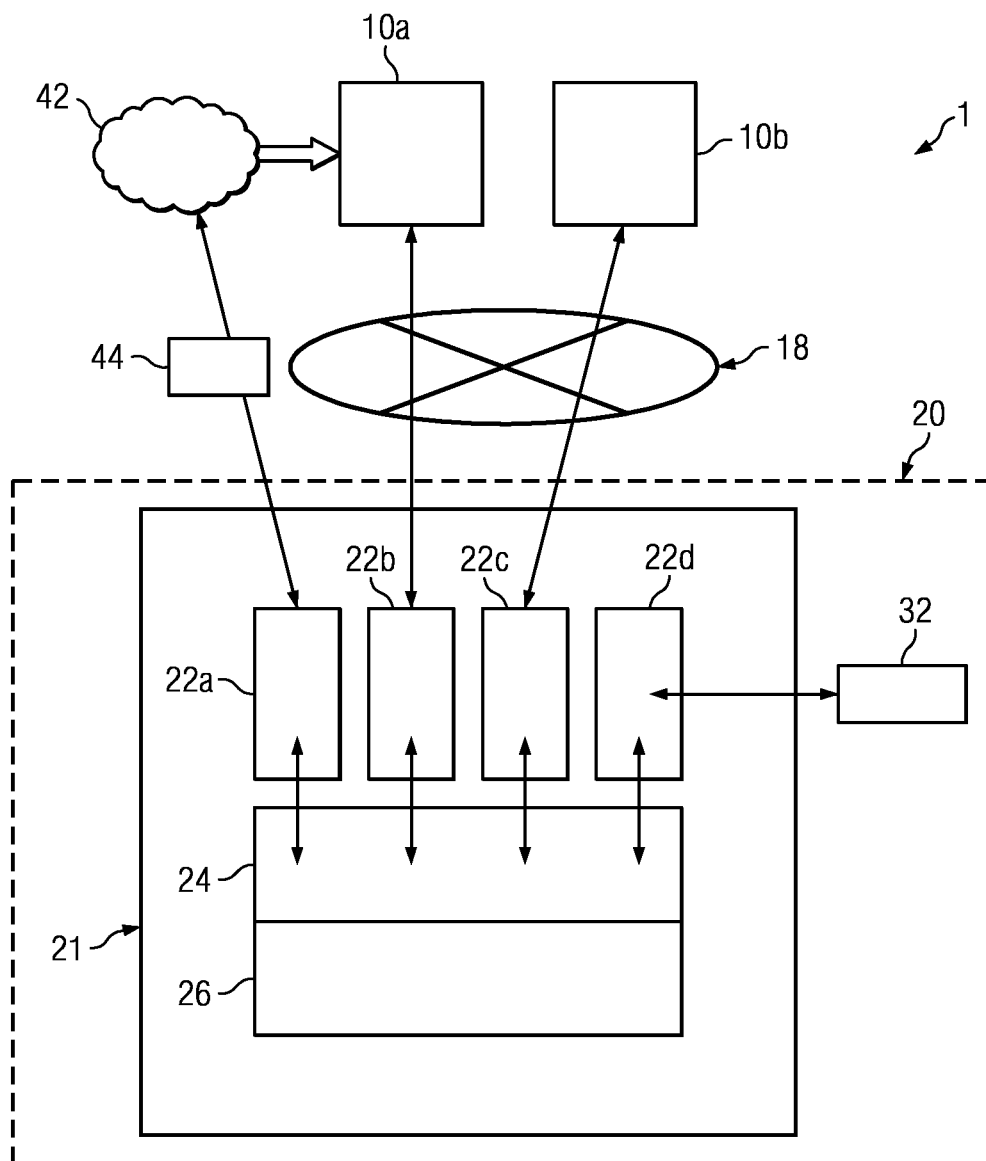


FIG. 2

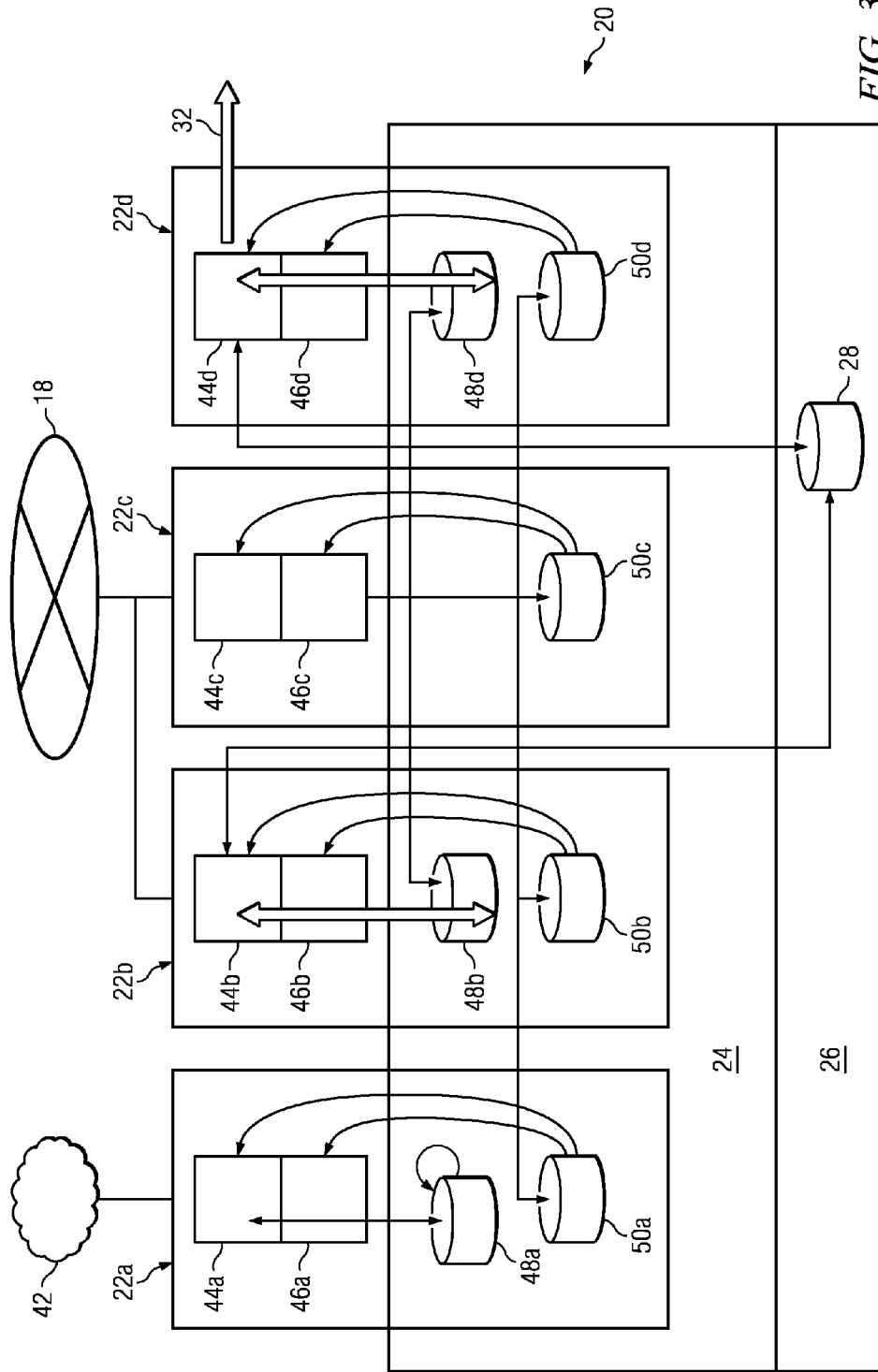


FIG. 3

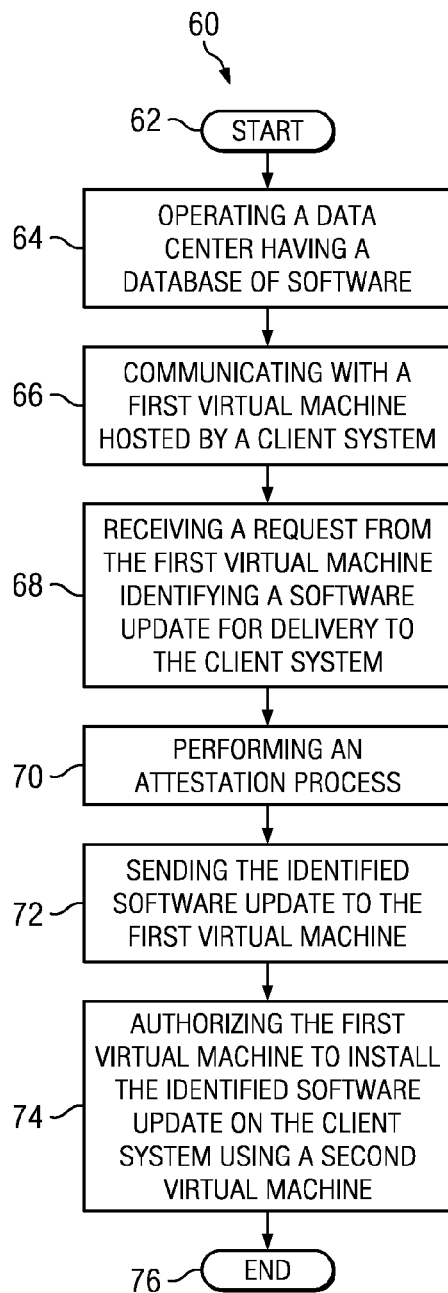


FIG. 4

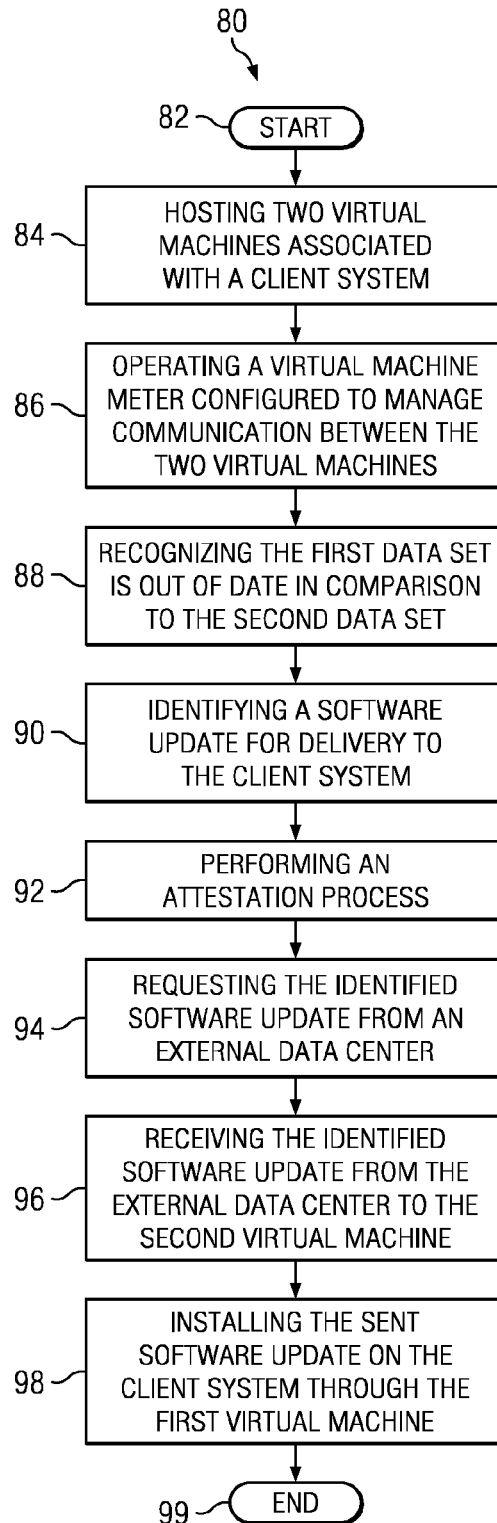
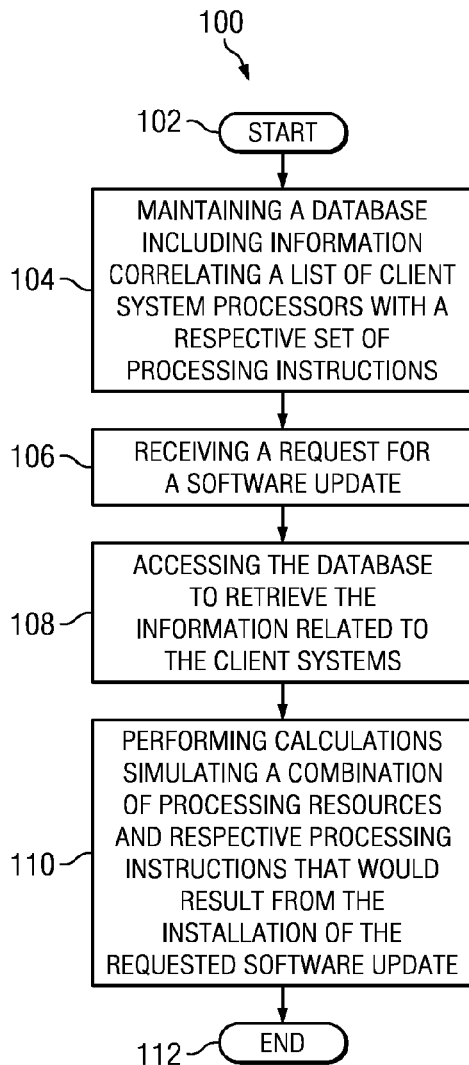
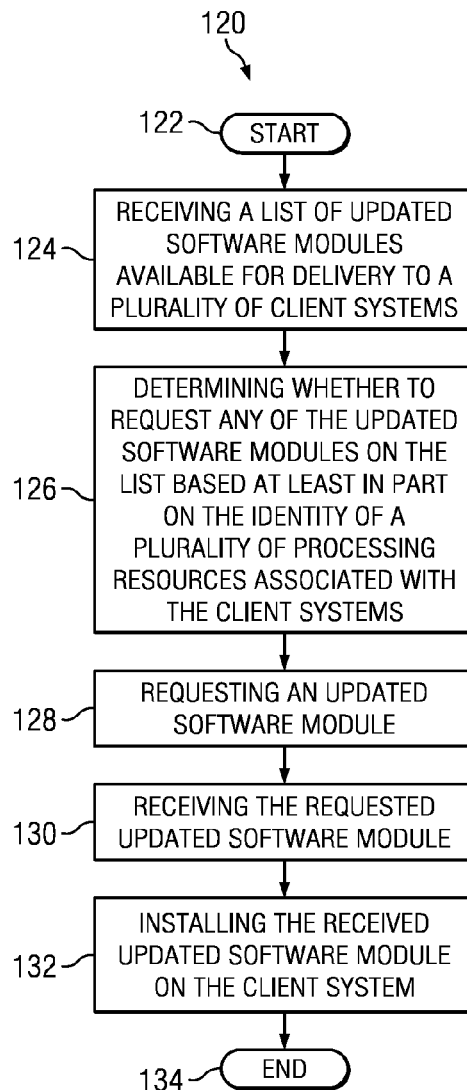


FIG. 5

*FIG. 6**FIG. 7*

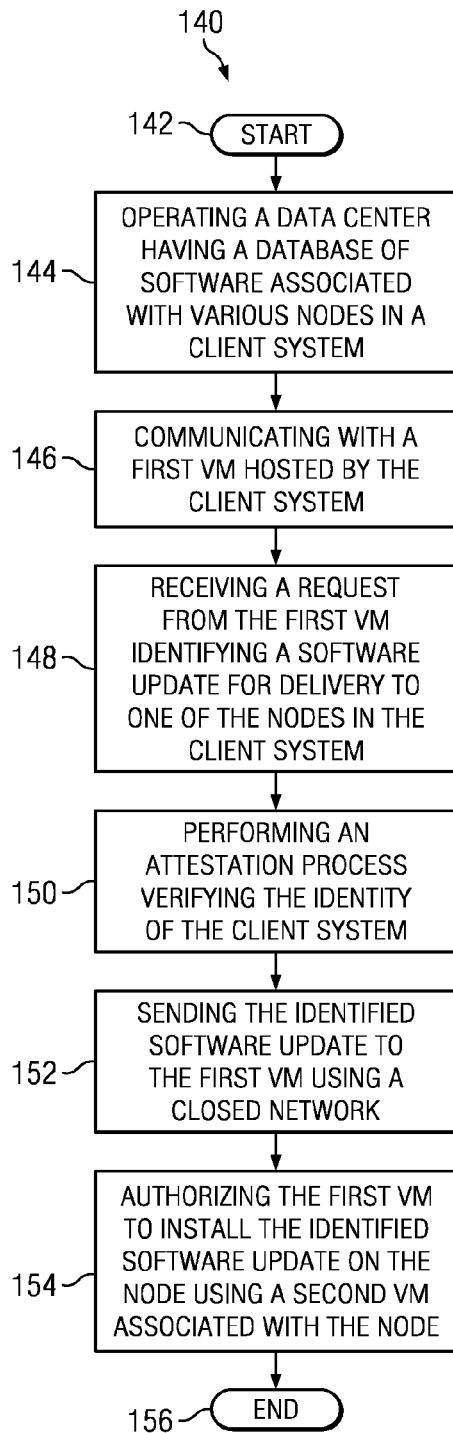


FIG. 8

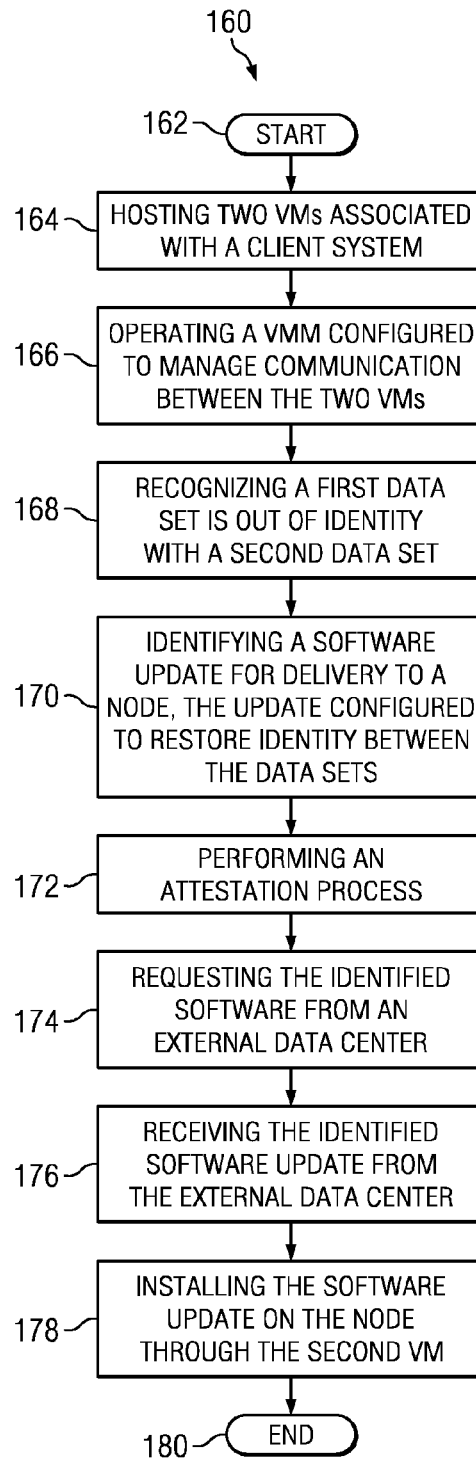
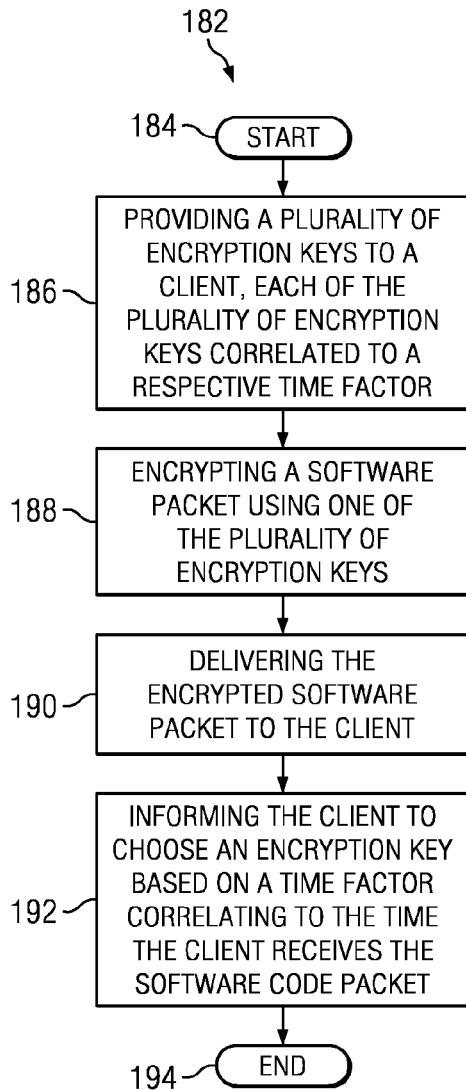
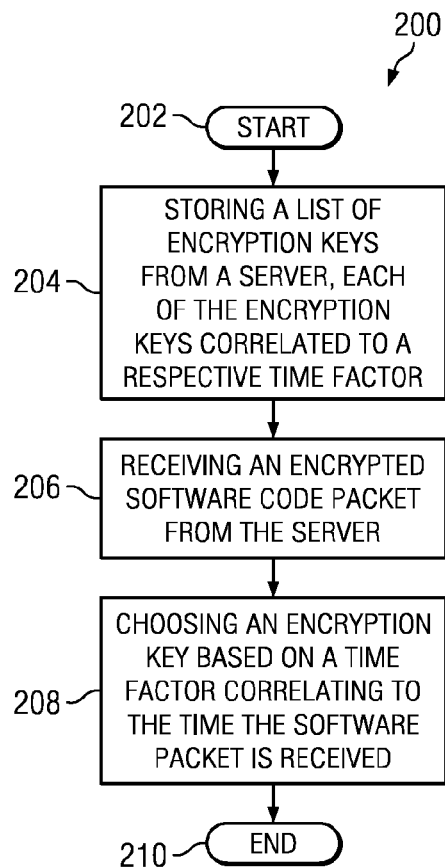


FIG. 9

*FIG. 10**FIG. 11*

# SYSTEM AND METHODS FOR REMOTE MAINTENANCE IN AN ELECTRONIC NETWORK WITH MULTIPLE CLIENTS

## RELATED APPLICATIONS

This application claims the benefit of U.S. Provisional Application No. 61/316,498 filed on Mar. 23, 2010, entitled "REMOTE MAINTENANCE", which is incorporated herein in its entirety.

This application is also related to copending patent application entitled "System and Methods for Remote Maintenance In An Electronic Network With Multiple Clients," application Ser. No. 12/879,204, filed on the same date as the present application.

This application is also related to copending patent application entitled "System and Methods for Remote Maintenance In An Electronic Network With Multiple Clients," application Ser. No. 12/879,189, filed on the same date as the present application.

This application is also related to copending patent application entitled "System and Methods for Remote Maintenance In An Electronic Network With Multiple Clients," application Ser. No. 12/879,175, filed on the same date as the present application.

This application is also related to copending patent application entitled "System and Methods for Remote Maintenance In An Electronic Network With Multiple Clients," application Ser. No. 12/879,433, filed on the same date as the present application.

## TECHNICAL FIELD OF THE INVENTION

The present invention relates generally to information exchange and, more particularly, to a method and system for remote maintenance of an information handling system with improved safety and security.

## BACKGROUND

Distributed communication networks include a wide range of systems, from private intranets to the unsecured Internet. In any communication network, electronic content flows from one point in the network to another. Electronic content, in this context, may include electronic documents, executable files, data files, etc. In some communication networks, access to the electronic content may be restricted and/or limited to particular users and/or clients. Several methods exist to verify the identity of a user attempting to gain access to electronic content, such as username and password combinations, public/private key combinations, and/or biometrics. In some networks, a central server may employ such methods before distributing electronic content to a requesting user and/or client.

Software exchange between service providers and clients may be improved by certifying the content and security of the data exchanged. Some systems for certification are difficult to implement for a variety of reasons. For example, it may be difficult to protecting scanning and reporting agents within an operating system. As another example, the size of a client system may require too much time to complete a scan and/or transmit a report due to size. As another example, some systems may not be able to provide a secure connection between a biometric sensor and the reporting agent. Improved certification methods and systems may improve security, speed, and/or efficiency of software exchange between service providers and clients.

## SUMMARY OF THE DISCLOSURE

The present disclosure provides a method and system for distributing electronic content that substantially eliminates or reduces at least some of the disadvantages and problems associated with previous methods and systems.

According to one embodiment, a client system supported by remote maintenance in an electronic network configured to serve a plurality of clients may include an electronic network, a plurality of storage resources, a first virtual machine, a second virtual machine, and a virtual machine manager. The electronic network may include a plurality of processing resources and a communication bus. The plurality of storage resources may be accessible by the plurality of processing resources. The plurality of storage resources may include a computer readable memory. The first virtual machine may handle a first data set associated with the client system. The first virtual machine may include an operating system and a reporting agent. The second virtual machine may handle a second data set associated with an external data center. The virtual machine manager may be configured to manage data transfer between the first virtual machine and the second virtual machine. The second virtual machine may be configured to assess a state of the first virtual machine and identify a software update for installation on the first virtual machine. The virtual machine manager may manage an attestation process for the first virtual machine prior to delivering or installing the software update on the client system using the first virtual machine.

According to one embodiment, an electronic network providing remote maintenance to a plurality of clients may include a central server, a data center, a client system, a first virtual machine, a second virtual machine, and a virtual machine manager. The central server may include a plurality of processing resources in communication with a plurality of storage resources. The data center may be hosted on the central server. The data center may include software provided by a plurality of suppliers. The client system may include at least two virtual machines and a virtual machine manager. The first virtual machine may handle a first data set associated with the client system. The first virtual machine may include an operating system and a reporting agent. The second virtual machine may handle a second data set associated with the data center. The virtual machine manager may be configured to manage data transfer between the first virtual machine and the second virtual machine. The second virtual machine may be configured to assess a state of the first virtual machine and identify a software update for installation from the data center to the client system. The virtual machine manager may manage an attestation process for the first virtual machine prior to delivering or installing the software update on the client system.

According to another embodiment, a method for performing remote maintenance in an electronic network configured to serve a plurality of clients may include operating a data center having a database of software associated with various processors and resources in a client system, communicating with a first virtual machine hosted by the client system, receiving a request from the first virtual machine identifying a software update for delivery to the client system, performing an attestation process verifying the identity of the client system, sending the identified software update to the first virtual machine using a closed network, and authorizing the first virtual machine to install the identified software update on the client system using a second virtual machine associated with the client system. The first virtual machine may handle a first data set associated with the data center. The first

virtual machine and the second virtual machine may communicate through a virtual machine manager.

According to another embodiment, a method for a client system to request and receive software updates from a remote server may include hosting two virtual machines associated with the client system, operating a virtual machine motor configured to manage communication between the two virtual machines, recognizing the first data set is out of date in comparison with the second data set, identifying a software update for delivery to the client system, performing an attestation process verifying the identity of the client system, requesting the identified software update from the external data center, receiving the identified software update from the external data center to the client system, and installing the sent software update on the client system through the first virtual machine. The first virtual machine may handle a first data set associated with the client system. The second virtual machine may handle a second data set associated with an external data center. The first virtual machine and the second virtual machine may communicate through a virtual machine manager.

Technical advantages of certain embodiments of the present disclosure include providing methods for allowing direct transfer of electronic content between clients without connecting both clients to a server. The methods may include checking and/or authorizing the transfer based on characteristics of the respective clients. The methods may include tracking and/or tracing the transfer of electronic content after it has been delivered from the server. Other technical advantages will be readily apparent to one skilled in the art from the following figures, descriptions, and claims. Moreover, while specific advantages have been enumerated above, various embodiments may include all, some or none of the enumerated advantages.

### BRIEF DESCRIPTION OF THE DRAWINGS

For a more complete understanding of the present invention and its advantages, reference is now made to the following description, taken in conjunction with the accompanying drawings, in which:

FIG. 1 shows an example communication network, including a client system and an external data center, in accordance with teachings of the present disclosure;

FIG. 2 shows an example communication network, including an example client system and external data center, in accordance with teachings of the present disclosure;

FIG. 3 shows an example communication network, including details of a client system, in accordance with teachings of the present disclosure; and

FIGS. 4-11 show flowcharts depicting various methods for remote maintenance of an information handling system with improved safety and security.

### DETAILED DESCRIPTION OF THE INVENTION

Preferred embodiments and their advantages are best understood by reference to FIGS. 1 through 11, wherein like numbers are used to indicate like and corresponding parts. FIG. 1 shows a simplified representation of an example electronic network 1, in accordance with the teachings of the present disclosure. Electronic network 1 may include a data center 10 and a client system 20. Some embodiments of electronic network 1 may include numerous clients and their respective client systems. In FIGS. 1-3, a single client and its client system 20 is shown and discussed for the sake of clarity.

Data center 10 may be configured to provide maintenance to various clients and/or client systems 20. Such maintenance may include managing software and/or firmware updates and/or status. In complicated electronic networks with many client systems 20, managing the delivery of electronic content to various client systems 20 may be even more difficult if reports must be certified and/or verified.

For purposes of this disclosure, “electronic content,” “content,” “software,” and/or “software updates” may include any file, files, object code, executable code, data records, or any other electronically recorded data structure that a client of an electronic network may wish to access. Illustrative examples may include text files, spreadsheets, email, medical records, images, and other electronic data, as well as web pages, private networks, word processing programs, file management systems, and other programs. Additionally, a “client” may refer to a person acting as an end user or to the device or devices used by such a person to access the communication network, such as a personal computer, kiosk, or mobile computing device.

Trusted Computing and TrustCube may provide certifiable reporting related to client systems 20 to a service provider (e.g., data center 10). Certifiable reporting may create difficulty in protecting scanning and/or reporting agents associated with the client systems 20. In addition, the time required to complete a scan and send a large associated report may be too large. As another example, it may be difficult to implement a biometric sensor to the client system 20 and its reporting agent.

In some embodiments of the present invention, the combination of virtual machine (VM) technology and trusted computing techniques may provide advantages over other methods. For example, using a first VM with a minimal operating system (OS) for the limited purpose of generating reports may provide protection for the rest of the client system 20 against external access. As another example, because the first VM uses a smaller number of files and the files are smaller, the size of the reports sent to the data center 10 may be reduced. The advantages can be increased by using virtual hard disk images and virtual memory images instead of individual files in hard disk partitions. As another example, a limited purpose OS may repeatedly use the same files and/or memory images and changes to those files and images may be discarded and/or deleted.

In some embodiments, VM technology may be combined with file storage techniques (e.g., mbox). For example, files may be stored in plain text format in a single file. Such techniques may allow text processing tools to be readily used on the contents.

A virtual machine manager (VMM) may create, run, monitor, and/or terminate various VMs. The VMM may function to intercept interrupts and/or faults between VMs and/or to control the access that an application has to a hardware device and/or installed software. A VMM may also manage multi-tasking for a processor by sharing time between various threads in which applications and/or VMs run. Use of a VMM may expand the functionality of the VMs described above.

As another example, biometric sensors may be incorporated using separate VM and connected to the first VM through a VMM. The data center 10 may use certifiable reporting techniques in combination with biometric data to evaluate the trustworthiness of the state of the client system 20 and/or the biometric data.

Data center 10 may include processor 12, storage resources 14, and a communication bus 16. Processor 12 may comprise any system, device, or apparatus operable to interpret and/or execute program instructions and/or process data, and may

include, without limitation, a microprocessor, microcontroller, digital signal processor (DSP), application specific integrated circuit (ASIC), or any other digital or analog circuitry configured to interpret and/or execute program instructions and/or process data. In some embodiments, processor **104** may interpret and/or execute program instructions and/or process data stored in storage resources **14**, and/or another component of data center **10**.

Data center **10** may represent a trusted, dedicated server that manages security policies and authenticates attributes. Data center **10** may contain a database containing a number of policies defining a set of attribute values that must be met before a client system **20** is granted permission to access electronic content and/or software. Data center **10** may receive an attribute report from client system **20** identifying one or more attributes associated with client system **20**. After authenticating the attributes, data center **10** may determine whether to provide the requested service to client system **20**. Application of such attribute report and authentication may also be referred to as “policy-based management.” The context data may include data representative of client system **20** such as physical location (e.g., IP address), certain software installed on the requesting machine (e.g., rigorous antivirus software), biometric identifiers, or any other appropriate context attributes of client system **20**.

Storage resources **14** may be communicatively coupled to processor **12** and may comprise any system, device, or apparatus operable to retain program instructions or data for a period of time (e.g., computer-readable media). Storage resources **14** may comprise random access memory (RAM), electrically erasable programmable read-only memory (EEPROM), a PCMCIA card, flash memory, magnetic storage, opto-magnetic storage, or any suitable selection and/or array of volatile or non-volatile memory that retains data after power to storage resources **12** is turned off.

Storage resources **14** may include any combination of hardware and software, including controlling logic. For example, storage resources **14** may include a centralized repository of documents, such as medical records. As another example, storage resources **14** may represent an application service provider which provides access to particular applications, software or other media over a network. Such applications, software, or media may include, among other things, document readers, web browsers, or document editing software. As another example, storage resources **14** may be associated with an online networking website or an Email provider.

For clarity of description, FIG. **1** depicts processor **12** and storage resources **14** as separate components. In some embodiments, processor **12** and storage unit **14** may include stand-alone software programs stored on computer-readable media and executable by one or more processors associated with one or more computers and/or servers. However, processor **12** and storage unit **14** may also include components or subroutines of a larger software program, hard-coded into computer-readable media, and/or any hardware or software modules configured to perform the desired functions.

Communication bus **16** may be any suitable system, apparatus, or device operable to serve as an interface between data center **10** and network **18**. Communication bus **16** may enable data center **10** to communicate over network **18** using any suitable transmission protocol and/or standard, including without limitation all transmission protocols and/or standards enumerated below with respect to the discussion of network **18**. In some embodiments, network **18** may be a closed network (e.g., network **18** is only accessible by authorized clients).

As illustrated, network **18** may include any network capable of transmitting audio and/or video telecommunication signals, data, and/or messages. Some examples may include all, or a portion of, a radio access network, a public switched telephone network (PSTN), a public or private data network, a local area network (LAN), a metropolitan area network (MAN), a wide area network (WAN), a local, regional, or global communication or computer network such as the Internet, a wireline or wireless network, an enterprise intranet, or any combination of the preceding.

In operation, network **18** may provide connectivity between components coupled to network **18** using any appropriate communication protocol. To facilitate the described communication capabilities, network **18** may include routers, hubs, switches, gateways, call controllers, and/or any other suitable components in any suitable form or arrangement. Additionally, network **18** may include any hardware and/or software configured to communicate information in the form of packets, cells, frames, segments or other portions of data. Although network **18** is illustrated as a single network, communication network **18** may comprise any number or configuration of networks. Moreover, certain embodiments of communication network **1** may include any number or configuration of network **18**.

In some embodiments, network **18** may include a virtual private network (VPN). A VPN provides increased security over an open and/or public network. In general, a VPN segregates and/or encapsulates data transfers so that the data may be kept private and/or secure from other devices sharing a intervening network (e.g., a LAN or a WAN). In operation a VPN may allow a plurality of clients **20** to interact with data center **10** as if connected directly and/or privately.

Client **20** may include any system and/or component of electronic network **1** maintained, at least in part, by data center **10**. Client **20** may include multiple processors, related software and/or firmware, sensors, etc. For example, client **20** may include an automobile and its internal network. As another example, client **20** may include a portable phone with processors and software identity modules (SIM) cards. In the context of this disclosure, client **20** may be described with respect to specific embodiments, by the teachings are not so limited. In some embodiments, the various processors and storage resources associated with client **20** may be provided by multiple vendors and/or service providers. In those embodiments, maintenance of the various processors and their associated software and/or firmware may be complicated by the need to coordinate data across the multiple vendors and/or service providers. Rather than allow unfettered access to the entire client system **20**, the teachings of this disclosure may allow for virtual partitions segregating the various resources from one another.

Client **20** may include a computer and/or a computing device including functionality for wireless communication with data center **10**. For example, client **20** may include a desktop computer, a laptop computer, a personal digital assistant (PDA), a smart phone, a cellular or mobile phone, an in- or out-of-car navigation system, and/or a mobile gaming device. Client **20** may operate one or more client applications (e.g., a web browser, a text editor, etc.).

FIG. **1** shows an example client system **20** including a processing module **21**, multiple VMs **22**, a VMM **24**, a trusted platform module (TPM) **26**, a resource list **28**, an client network system **30**, a node **32**, and a GPS interface **40**. Some embodiments may provide increased security of a VM **22** by creating multiple VMs **22** and controlling the information flow between them using a VMM **24**.

Client system 20 may be significantly more complex than the simplified client network system 30 shown in FIG. 1. For example, an automobile may include a client network system 30 (e.g., FlexRay) including multiple processors, in some examples several hundred processors. In FIG. 1, node 32 represents a single processor and/or another resource associated with client network system 30.

VM 22 may include a virtual machine corresponding to client network system 30 and/or to a single process associated with client network system 30. Multiple VMs 22 may run multiple operating systems (OS). In such an arrangement, each VM 22 may use a single-purpose OS and time-share any needed processing resources of client system 20 and/or processing module 21 through VMM 24.

Trusted platform module 26 may include resources configured to generate cryptographic keys (e.g., a hardware pseudo-random number generator). In some embodiments, TPM 26 may include remote attestation and/or sealed storage. In some embodiments, TPM 26 includes at least one dedicated processor with a unique and secret RSA key assigned to and burned into the processor chip during manufacturing. Use of a unique RSA key in TPM 26 may allow data center 10 to verify that client system 20 is actually a client.

For example, TPM 26 may employ a hash key including a summary of the hardware and software configuration of client system 20. A hash key may allow client system 20 to test any incoming software packages and/or updates to verify they have not been changed. One example verification method includes binding, encryption based on a TPM endorsement key unique to a processor during its manufacture and/or another trusted key related to that endorsement key. Another example verification method includes sealing, which may impose an additional state requirement on the condition of the TPM 26.

Resource list 28 may include a list and/or register of entities. In some embodiments, resource list 28 may include a whitelist of entities approved for access and/or recognition. A whitelist may include any data center 10 entities that TPM 26 may approve for access to client system 20. In some embodiments, resource list 28 may include a blacklist of entities for which access will be denied.

Client network 30 may include a network system within a particular client, including multiple processors and/or storage resources. For example, client network 30 may include a FlexRay network system associated with an automobile. FlexRay is a particular embodiment of a network communications protocol developed for managing the numerous processors in an automobile system. As another example, a controller-area network (CAN or CAN-bus) is a particular embodiment of a communications protocol standard designed to allow microcontrollers and devices to communicate with each other without a host computer. Additional examples include time triggered protocol (TTP) and avionics full-duplex switched ethernet (AFDX).

Node 32 in client system 20 may include any particular resources of client system 20. For example, node 32 may include processors and/or their associated software, firmware, and/or processing instructions related to the processors. For example, an automobile may have a very complex network system comprising multiple CPUs. Each CPU may have software and/or firmware for its operation supplied by the vendor. Client network 30 may be responsible for the operation and/or maintenance of each node 32, including managing the version and/or update status of the software and/or firmware associated with each node 32 in client system 20.

Global positioning system interface 40 may include any interface with the Global Positioning System (GPS). GPS

includes a space-based global navigation satellite system providing reliable location and time information. GPS is accessible by anyone and/or any system with a GPS receiver. The use of particular and accurate location and/or timing information may allow client processing module 21 to manage information requests, downloads, and/or other content.

FIG. 2 shows an example communication network 2, including an example client system 20 and external data centers 10a and 10b, in accordance with teachings of the present disclosure. Data centers 10 may include any external data base accessible by client system 20. For the purposes of illustration only, one example client system 20 is described in relation to FIG. 2, where client system 20 comprises a mobile navigation system. The teachings of the present disclosure may be used with any appropriate client system 20.

Communication network 2 may include internet 42, external data centers 10, and client mobile navigation system 20. Client system 20 may communicate with internet 42 through a private infrastructure 44 (e.g., a home-based internet connection in a user's home). Data centers 10a and 10b may communicate with client system 20 through network 18. Network 18 may provide secure communications as described in this disclosure.

Data center 10a may include a database of electronic content useful in client system 20. For example, if client system 20 includes a mobile navigation system, data center 10a may include maps, updated interfaces for the user, and other content related to a mobile navigation system. Data center 10a may also communicate with internet 42 via an ISP.

Data center 10b may include a database housing firmware, maintenance, and software related to the operation of mobile navigation system 20. For example, data center 10b may provide a list of the most current versions of firmware for each processor in mobile navigation system 20.

Client system 20 may operate several VMs 22 in module 21 to interface with each separate data source. For example, VM 22a may include a universal browser and/or a web OS for interaction with internet 42. As another example, VM 22b and 22c may include a private application and a virtual OS for interaction with data centers 10a and 10b, respectively. As another example, VM 22d may include a private application and a virtual OS for interaction with various systems in the user's automobile 32.

Each VM 22 may only communicate to another VM 22 through VMM 24. VMM 24 may manage these communications in concert with TPM 26 to increase the security of each VM 22. For example, content received from the internet 42 may not be installed to node 32 unless approved by VMM 24 by any of the various methods described herein.

FIG. 3 shows details of example communication network 2, including details of client system 20, in accordance with teachings of the present disclosure. FIG. 3 shows that VMM 24 be responsible for environment management of each VM 22. Each VM 22 may include an associated application 44 operated by an OS 46. VMM 24 may provide storage resources 48 to various VMs 22 as appropriate. VMM 24 may operate one or more programs 50 in association with each VM 22. VMM 24 may also cooperate with TPM 26 and/or resource list 28 to provide encryption, validation keys, white lists, and/or black lists.

FIG. 4 illustrates a flow chart of an example method 60 for performing remote maintenance in an electronic network configured to serve a plurality of client systems 20, in accordance with certain embodiments of the present disclosure. Method 60 may include multiple steps and may be performed by various components of electronic network 1, including data center 10 and/or other resources. Method 60 may start at

62. In some embodiments, client system 20 may include an automobile and/or an FlexRay system associated with an automobile.

Step 64 may include operating a data center 10 having a database of software associated with various processors and resources in a client system. For example, step 64 may include maintaining a list of processors associated with client system 20, as well as any current software and/or firmware provided for the use of the processors of client system 20.

Step 66 may include communicating with a first virtual machine 22b hosted by processing module 21 of client system 20. First virtual machine 22b may handle a first data set associated with the data center 10. First virtual machine 22b may be managed by VMM 24 as discussed above. First virtual machine 22b may be configured to monitor the list of processors and their associated software and/or firmware maintained by data center 10.

Step 68 may include receiving a request from first virtual machine 22b identifying a software update for delivery to client system 20. For example, data center 10 may receive such a request from first virtual machine 22b through network 18.

Step 70 may include performing an attestation process verifying the identity of client system 20. An attestation process may include any of the verification processes discussed above. In some embodiments, an attestation process may include receiving, testing, and/or verifying one or more biometric indicators. In some embodiments, data center 10 may perform the attestation process to verify the identity of client system 20.

Step 72 may include sending the identified software update to first virtual machine 22b using a network 18. Network 18 may be a closed network as discussed above. In some embodiments, data center 10 may perform step 72. In some embodiments, the identified software update may be sent wirelessly.

Step 74 may include authorizing first virtual machine 22b to install the identified software update on client system 20 using second virtual machine 22c associated with the client system. In some embodiments, data center 10 may perform step 74. In other embodiments, VMM 26 may perform step 74. Method 60 may end at 76.

Method 60 may be useful on client systems 20 where first virtual machine 22b and second virtual machine 22c communicate through VMM 24. Use of VMM 24 may protect client system 20 from direct access by data center 10 and/or otherwise increase security of the components of client system 20. In some embodiments of method 60 first virtual machine 22b may interrogate second virtual machine 22c to verify client system 20 has successfully installed the software update.

In client systems 20 with a large number of nodes 32, traditional methods of maintenance would require client system 20 to be serviced at a secure maintenance location. Remote maintenance by radio transmission and/or another over-the-air system may decrease security under those traditional methods.

In contrast, electronic networks 1 employing method 60 may allow the use of remote maintenance without decreasing security. Particular embodiments of electronic network 1 may increase the security of any particular VM 22 by managing the VMs 22 with VMM 24, where data exchange between the various VMs 22 may be operated and/or controlled by VMM 24.

FIG. 5 illustrates a flow chart of an example method 80 for a client system 20 to request and receive software updates from a remote server, in accordance with certain embodiments of the present disclosure. Method 80 may include multiple steps and may be performed by various components

of electronic network 1, including processor module 21 of client system 20 and/or other resources. In some embodiments, client system 20 may include an automobile and/or an FlexRay system associated with an automobile. Method 80 may start at 82.

Step 84 may include hosting two VMs 22 associated with client system 20. First VM 22b may handle a first data set associated with the client system 20. Second VM 22c may handle a second data set associated with an external data center 10.

Step 86 may include operating a VMM 24 configured to manage communication between the two virtual machines 22. Use of VMM 24 may protect client system 20 from direct access by data center 10 and/or otherwise increase security of the components of client system 20.

Step 88 may include recognizing the first data set is out of date in comparison with the second data set. Step 88 may be performed by a VM 22. For example, second VM 22b may interrogate first VM 22c to check the status, version, and/or configuration of any processors and/or their respective software and/or firmware. For example, second VM 22b may compare the status, version, and/or configuration of a particular processor and/or its respective software and/or firmware against the updated data in data center 10.

Step 90 may include identifying a software update for delivery to client system 20. Step 90 may be performed by a VM 22, data center 10, and/or other components of electronic network 1. In some embodiments, VM 22 may transmit data related to client system 20 to data center 10 via a secure mechanism (e.g., via TPM/TNC).

Step 92 may include performing an attestation process verifying the identity of the data center 10. An attestation process may include any of the verification processes discussed above. In some embodiments, an attestation process may include receiving, testing, and/or verifying one or more biometric indicators. In some embodiments, client system 20 may perform the attestation process to verify the identity of data center 10 using second VM 22b, TPM 24, and/or resource list 28.

Step 94 may include requesting the identified software update from the external data center 10. In some embodiments, second VM 22b may perform step 94. The identified software update may include various software and/or firmware related to one or more nodes 32 of client system 20 (e.g., a CPU).

Step 96 may include receiving the identified software update from the external data center 10 to the client system 20. In some embodiments, second VM 22b will perform step 96. The identified software update may be transmitted over network 18. In some embodiments, VMM 24 may check the received software update for integrity before performing step 98.

Step 98 may include installing the sent software update on client system 20 through first virtual machine 22b. In some embodiments of method 80 second virtual machine 22b may interrogate first virtual machine 22c to verify client system 20 has successfully installed the software update. In some embodiments, client system 20 may create and/or maintain a log for the receipt and/or installation of the software updates. In some embodiments, data center 10 may create and/or maintain a log for the sending and/or installation of the software update. The log may include a time stamp.

Method 80 may end at 99.

In client systems 20 with a large number of nodes 32, traditional methods of maintenance would require client system 20 to be serviced at a secure maintenance location.

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Remote maintenance by radio transmission and/or another over-the-air system may decrease security under those traditional methods.

In contrast, electronic networks **1** employing method **80** may allow the use of remote maintenance without decreasing security. Particular embodiments of electronic network **1** may increase the security of any particular VM **22** by managing the VMs **22** with VMM **24**, where data exchange between the various VMs **22** may be operated and/or controlled by VMM **24**.

FIG. 6 illustrates a flow chart of an example method **100** for performing remote maintenance in a client system served by an electronic network, in accordance with certain embodiments of the present disclosure. Method **100** may include multiple steps and may be performed by various components of electronic network **1**, including data center **10** and/or other resources. In some embodiments, client system **20** may include an automobile and/or an FlexRay system associated with an automobile. Method **100** may start at **102**.

Step **104** may include maintaining a database including information correlating a list of client system nodes **32** with a respective set of processing instructions. Data center **10** may perform step **104** alone or in conjunction with other resources. For example, an individual may be responsible for updating the database as new information becomes available. As another example, various vendors and/or suppliers associated with client system nodes **32** may deliver updated software and/or firmware packages to data center **10** electronically.

Step **106** may include receiving a request for a software update, the request including an identifier corresponding to a specific client system **20** and a specific set of processing instructions. Data center **10** may perform step **106**. Data center may receive the request over network **18**.

Step **108** may include accessing the database to retrieve the information related to the client system nodes **32** and the respective set of processing instructions correlated to the associated nodes **32**. Data center **10** may perform step **108** based on the received request.

Step **110** may include performing calculations simulating a combination of nodes **32** and respective processing instructions that would result from the installation of the requested software update. Data center **10** may perform step **110**.

Method **100** may end at **112**.

In some embodiments, client systems **20** may include a complex network system comprising multiple nodes **32** (e.g., CPUs and/or processing resources). Each node **32** may include associated software and/or firmware supplied by the vendor. As any particular node **32** receives updated software and/or firmware from its respective vendor, a new combination of software and/or firmware exists for client system **20**. The number of possible combinations may be very large. An inoperative and/or inappropriate combination of software and/or firmware may affect the operation of client system **20**. In some embodiments, data center **10** may maintain a database of nodes **32** and their respective software.

Method **100** may allow data center **10** and/or additional components of electronic network **1** to simulate a proposed combination of nodes **32** and/or their associated software and/or firmware before delivering any electronic content to client system **20**. Testing a proposed combination for operational integrity, compatibility, and/or any other appropriate standard may increase the reliability and/or stability of client system **20**.

FIG. 7 illustrates a flow chart of an example method **120** for performing remote maintenance on client system **20** served by an electronic network **1** serving a plurality of clients **20**, in

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accordance with certain embodiments of the present disclosure. Method **120** may include multiple steps and may be performed by various components of electronic network **1**, including client system **20** and/or other resources. In some embodiments, client system **20** may include an automobile and/or an FlexRay system associated with an automobile. Method **120** may start at **122**.

Step **124** may include receiving a list of updated software modules available for delivery to the plurality of client systems **20**. The updated software modules may be hosted on plurality of servers. Step **124** may be performed by client system **20**. For example, first VM **22b** may query data center **10** for the list and then receive the list.

Step **126** may include determining whether to request any of the updated software modules on the list based at least in part on the identity of a plurality of nodes **32** associated with client system **20**. In some embodiments, first VM **22b** may consider the list of processors in client system **20** and compare that list versus the list of available modules. For example, if client system **20** is an automobile and/or a FlexRay system associated with an automobile, first VM **22b** may determine whether to request an update based on the make, model, and/or year of the automobile.

Step **128** may include requesting an updated software module. In some embodiments, step **128** may be an over-the-air and/or a remote communication. Client system **20** may perform step **128**. For example, first VM **22b** may request the updated software module from data center **10**.

Step **130** may include receiving the requested updated software module. In some embodiments, the updated software modules may be hosted on a plurality of servers. In such embodiments, client system **20** may receive the requested module from the particular server hosting the requested module. In such embodiments, the list of updated software modules may include a uniform resource locator identifying the location of each module.

Step **132** may include installing the received updated software module on the client system. The updated software module may be delivered over-the-air and/or by another remote communication system. Method **120** may end at **134**.

FIG. 8 illustrates a flow chart of an example method **140** for performing remote maintenance in an electronic network **1** configured to serve a plurality of client systems **20** in accordance with certain embodiments of the present disclosure. Method **140** may include multiple steps and may be performed by various components of electronic network **1**, including data center **10** and/or other resources. In some embodiments, client system **20** may include a mobile phone. Method **140** may start at **142**.

Step **144** may include operating data center **10** having a database of software associated with various nodes **32** in a client system. In embodiments where client system **20** includes a mobile phone, nodes **32** may include various software identifier modules (SIMs). Data center **10** may perform step **144**.

Step **146** may include communicating with first virtual machine **22b** hosted by client system **20**. First virtual machine **22b** may handle a first data set associated with data center **10**. For example, first virtual machine **22b** may be configured to access a list of various configurations, revision numbers, etc. related to the various nodes **32** of client system **20**. Data center **10** may perform step **146** using network **18**. Data center **10** may compare the data set associated with first VM **22b** to a list of current versions and/or update status and flag any variations in identity.

Step **148** may include receiving a request first virtual machine **22b** identifying a software update for delivery to one

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of the various nodes 32 in client system 20. For example, first VM 22b may request a software update for a particular SIM in a mobile phone. Data center 10 may perform step 148.

Step 150 may include performing an attestation process verifying the identity of client system 20. Data center 10 may perform step 150. An attestation process may include any of the verification processes discussed above. In some embodiments, an attestation process may include receiving, testing, and/or verifying one or more biometric indicators. In some embodiments, client system 20 may perform the attestation process to verify the identity of data center 10 using second VM 22b, TPM 24, and/or resource list 28.

Step 152 may include sending the identified software update to the first virtual machine using a network. In some embodiments, data center 10 may send the identified software over network 18. In some embodiments, step 152 may be performed by sending the identified software update wireless and/or over-the-air.

Step 154 may include authorizing first VM 22b to install the received software update on client system 20 using a second VM 22c associated with the one of the various nodes 32. First VM 22b and second VM 22c may communicate through VMM 24. In some embodiments, client system 20 may perform an attestation process verifying the integrity and/or safety of the received software before accepting it from data center 10. Method 140 may end at 156. Attestation may occur before and/or after the installation of the received software update. Method 140 may end at 156.

In some embodiments, first 22b may interrogate second VM 22c to verify client system 20 has received the software update. In some client systems 20, each of multiple nodes 32 may operate with a unique operating system. For example, in a mobile phone with multiple SIM cards, each SIM card may operate on its own OS. Data exchange between multiple SIM cards and/or between various VMs 22 of client system 20 may be complicated because of the variation in OS. In some embodiments, a particular SIM card may have lower level security requirements in comparison with another SIM card and its OS. In such embodiments, traditional maintenance requires the client system 20 to be serviced in a secure maintenance location.

Use of method 140 and the teachings of the present disclosure may allow over-the-air and/or wireless maintenance of client system 20. In client systems with multiple VMs 22 linked through VMM 24, data exchange between data center 10 and client system 20 may be supported by TPM 26 and provide increased security and/or reliability.

FIG. 9 illustrates a flow chart of an example method 160 for client system 20 to request and receive software updates from a remote server 10, in accordance with certain embodiments of the present disclosure. Method 160 may include multiple steps and may be performed by various components of electronic network 1, including client system 20 and/or other resources. In some embodiments, client system 20 may include a mobile phone. Node 32 may comprise a subscriber identity module (SIM) card. Method 160 may start at 162.

Step 144 may include hosting two virtual machines 22 associated with the client system 20. First VM 22b may handle a first data set associated with external data center 10. Second VM 22c may handle a second data set associated with node 32 in client system 10. First VM 22b and second VM 22c may communicate through VMM 24 to maintain data integrity and/or reliability for the various VMs 22.

Step 146 may include operating VMM 24 configured to manage communication between the two VMs. Client system 20 may perform step 146 in combination with TPM 26.

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Step 148 may include recognizing the first data set is out of identity with the second data set. Data center 10, VM 22b or 22c, and/or VMM 24 may perform step 148.

Step 150 may include identifying a software update for delivery to node 32, the software update configured to restore identity between the first data set and the second data set.

Step 152 may include performing an attestation process verifying the identity of the client system, verifying the identity of the data center 10, and/or the reliability and/or safety of the software update identified. Any portion of electronic network 1 may perform the attestation process. For example, VMM 24 may operate in conjunction with TPM 26 to validate the identity of the software package and/or data center 10.

Step 154 may include requesting the identified software update from external data center 10. First VM 22b may perform step 154.

Step 156 may include receiving the identified software update from external data center 10 to first VM 22b.

Step 158 may include installing the sent software update on node 32 through second VM 22c. In some embodiments, first 22b may interrogate second VM 22c to verify node 32 has received the software update. Method 160 may end at 180.

In some client systems 20, each of multiple nodes 32 may operate with a unique operating system. For example, in a mobile phone with multiple SIM cards, each SIM card may operate on its own OS. Data exchange between multiple SIM cards and/or between various VMs 22 of client system 20 may be complicated because of the variation in OS. In some embodiments, a particular SIM card may have lower level security requirements in comparison with another SIM card and its OS. In such embodiments, traditional maintenance requires the client system 20 to be serviced in a secure maintenance location.

Use of method 160 and the teachings of the present disclosure may allow over-the-air and/or wireless maintenance of client system 20. In client systems with multiple VMs 22 linked through VMM 24, data exchange between data center 10 and client system 20 may be supported by TPM 26 and provide increased security and/or reliability.

FIG. 10 illustrates a flow chart of an example method 182 for verifying electronic software code integrity, in accordance with certain embodiments of the present disclosure. Method 182 may include multiple steps and may be performed by various components of electronic network 1, including client system 20 and/or other resources. Method 182 may start at 184.

Step 186 may include providing a plurality of encryption keys to client system 20, each of the plurality of encryption keys correlated to a respective time factor. The time factor may depend at least in part on a control factor and a time stamp generated at the delivery of the software code packet, an update timing of the software code packet, or an update timing of a trusted protocol module associated with the client.

Step 188 may include encrypting a software code packet using one of the plurality of encryption keys based on a time factor related to the software code packet.

Step 190 may include delivering the encrypted software code packet to client system 20.

Step 192 may include informing client 20 to choose a decryption key based on the time factor correlating to the time client 20 receives the software code packet. Method 182 may end at 194.

Traditional software code integrity may be checked using an electronic signature (e.g., a public key infrastructure (PKI) certification method). Use of an electronic signature, however, may be unreliable compared to the methods of this disclosure. For example, electronic signatures may incorpo-

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rate an expiration date, after which the signature will fail. It may be possible to replace and/or change code before and/or after the electronic signature validation process is performed.

In accordance with the teachings of the present disclosure, code integrity may be substantially improved by including an update timing/key control. The encryption key may change based on a time factor. For example, the time factor may depend at least in part on a time stamp related to the sending and/or the delivery of electronic content. As another example, the time factor may depend at least in part on the update timing of TPM 26 and/or a VM 22. In any case, the time factor may also depend on a pre-arranged control factor,  $\alpha$ . Multiple encryption keys may be stored by resource list 28 associated with TPM 26. Using the appropriate encryption key, TPM 26 may also check the expiration of the electronic content using its electronic signature date.

FIG. 11 illustrates a flow chart of an example method 200 for verifying electronic software code integrity, in accordance with certain embodiments of the present disclosure. Method 200 may include multiple steps and may be performed by various components of electronic network 1, including client system 20 and/or other resources. Method 200 may start at 202.

In accordance with the teachings of the present disclosure, code integrity may be substantially improved by including an update timing/key control. The encryption key may change based on a time factor. For example, the time factor may depend at least in part on a time stamp related to the sending and/or the delivery of electronic content. As another example, the time factor may depend, at least in part on the update timing of TPM 26 and/or a VM 22. In any case, the time factor may also depend on a pre-arranged control factor,  $\alpha$ . Multiple encryption keys may be stored by resource list 28 associated with TPM 26. Using the appropriate encryption key, TPM 26 may also check the expiration of the electronic content using its electronic signature date.

Step 204 may include storing a list of encryption keys from data center 10, each of the encryption keys correlated to a respective time factor. The list may be stored by TPM 24 and/or by a storage resource associated with TPM 24.

Step 206 may include receiving an encrypted software code packet from data center 10. In some embodiments, an electronic signature may also be received.

Step 208 may include choosing an encryption key based on a time factor. In some embodiments, TPM 24 may also check an electronic signature delivered with the encrypted software packet. Method 200 may end at 210.

Although FIGS. 4-11 represent a particular number of steps to be taken with respect to methods 60, 80, 100, 120, 140, 160, 184, and 200, the various methods may be executed with more or fewer steps than those depicted. Using the methods and systems disclosed herein, certain problems associated with maintaining secure access to electronic content may be improved, reduced, or eliminated. For example, the methods and system disclosed herein may provide increased security and/or reliability for electronic network performing remote maintenance of client systems.

Although the present invention has been described with several embodiments, various changes and modifications may be suggested to one skilled in the art. It is intended that the present invention encompass such changes and modifications as fall within the scope of the appended claims. The teachings of the present disclosure encompass all changes, substitutions, variations, alterations, modifications to the example embodiments herein that a person having ordinary skill in the art would comprehend.

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In particular embodiments, one or more web pages may be associated with a networking system and/or networking service. Particular embodiments may involve the retrieval and/or rendering of structured documents hosted by any type of network addressable resource or web site. Additionally, as used herein, a "user" may include an individual, a group, and/or a corporate entity (e.g., a business and a third party application).

What is claimed is:

1. A client system for remote maintenance in a network, the client system comprising:

a first virtual machine handling a first data set associated with the client system, the first virtual machine including an operating system and a reporting agent;

a second virtual machine handling a second data set associated with an external data center; and

the second virtual machine comprising software stored on a non-transitory computer readable medium and operable, when executed perform the steps of:

assessing a state of the first virtual machine; and

identifying a software update for installation on the first virtual machine based on a comparison of the first data set and the second data set;

a virtual machine manager comprising software stored on a non-transitory computer readable medium and operable, when executed perform the step of managing an attestation process for the first virtual machine prior to delivering or installing the software update on the client system using the first virtual machine.

2. A system according to claim 1, further comprising the client system associated with an automobile.

3. A system according to claim 1, wherein the client system includes a FlexRay system hosted by an automobile.

4. A system according to claim 1, wherein the virtual machine manager controls data transfer between the first virtual machine and the second virtual machine using a trusted platform module.

5. A system according to claim 1, wherein the attestation process includes one or more biometric indicators.

6. A system according to claim 1, wherein the software update is delivered wirelessly.

7. A system according to claim 1, wherein the second virtual machine operates to interrogate the first virtual machine.

8. A system according to claim 1, wherein the second virtual machine operates to interrogate the first virtual machine to verify the client system has received the software update.

9. A system according to claim 1, further comprising a log stored by the first virtual machine, the log identifying one or more software updates delivered to the client system.

10. A system according to claim 1, further comprising a log stored by the second virtual machine, the log identifying one or more software updates delivered to the client system.

11. A system according to claim 1, further comprising a log stored by the second virtual machine, the log identifying one or more software updates delivered to the client system and the log including a time-stamp associated with each software update.

12. An electronic network providing remote maintenance to a plurality of clients, the electronic network comprising:

a data center including at least one processor and at least one storage resource including software provided by a plurality of suppliers;

a client system including at least two virtual machines and a virtual machine manager;

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the first virtual machine handling a first data set associated with the client system, the first virtual machine including an operating system and a reporting agent;

the second virtual machine handling a second data set associated with the data center; and

the virtual machine manager configured to manage data transfer between the first virtual machine and the second virtual machine;

the second virtual machine comprising software stored on a non-transitory computer readable medium and operable, when executed, to assess a state of the first virtual machine and identify a software update for installation from the data center to the first virtual machine based on a comparison of the first data set and the second data set;

the virtual machine manager comprising software stored on a non-transitory computer readable medium and operable, when executed, to manage an attestation process for the first virtual machine prior to delivering or installing the software update on the client system.

13. A network according to claim 12, further comprising the client system associated with an automobile.

14. A network according to claim 12, wherein the client system includes a FlexRay system associated with an automobile.

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15. A network according to claim 12, wherein the virtual machine motor controls data transfer between the first virtual machine and the second virtual machine using a trusted platform module.

16. A network according to claim 12, wherein the attestation process includes one or more biometric indicators.

17. A network according to claim 12, wherein the software update is delivered wirelessly.

18. A network according to claim 12, wherein the second virtual machine operates to interrogate the first virtual machine.

19. A network according to claim 12, wherein the second virtual machine operates to interrogate the first virtual machine to verify the client system has received the software update.

20. A network according to claim 12, further comprising a log stored by the first virtual machine, the log identifying one or more software updates delivered to the client system.

21. A network according to claim 12, further comprising a log stored by the second virtual machine, the log identifying one or more software updates delivered to the client system.

22. A network according to claim 12, further comprising a log stored by the second virtual machine, the log identifying one or more software updates delivered to the client system and the log including a time-stamp associated with each software update.

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